

Refine Search

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Term	Documents
EXTRACT\$	0
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EXTRACTABILITY-THE	1
"EXTRACTABILITY>"	1
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(L4 AND (EXTRACT\$ WITH KEYWORD\$)).USPT.	9

There are more results than shown above. [Click here to view the entire set.](#)

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Search:

L5

Search History

DATE: Sunday, September 19, 2004 [Printable Copy](#) [Create Case](#)

Set Name Query

side by side

DB=USPT; PLUR=YES; OP=ADJ

L5 L4 and (extract\$ with keyword\$)

Hit Count Set Name

result set

9 L5

<u>L4</u>	L3 and (extract\$ and (email\$ or e-mail\$)).ab.	22	<u>L4</u>
<u>L3</u>	709/\$.cccls.	16309	<u>L3</u>
<u>L2</u>	L1 and keyword\$	0	<u>L2</u>
<u>L1</u>	6662232.pn.	1	<u>L1</u>

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L5: Entry 1 of 9

File: USPT

May 4, 2004

DOCUMENT-IDENTIFIER: US 6732156 B2
TITLE: System for routing electronic mails

Abstract Text (1):

A system for routing electronic mails to one of a plurality of support persons in a processing center is disclosed. Each person has a skill set that is suitable for responding to a certain type of e-mails. The system comprises an e-mail server for receiving the e-mail from a sender, an information extractor for extracting relevant information from the e-mail, and a router for routing the e-mail. The system contains a database for storing information related to all persons who can answer e-mails. The system also contains a server for storing the history of all activities in the system. The router can make routing decisions and perform load-balancing and alert functions based on the information stored in the database and the server.

Detailed Description Text (12):

FIG. 2 is a block diagram of e-mail-to-CTI-server adapter 110. It includes an e-mail interface 202 for sending data to and receiving data from e-mail server 102. Adapter 110 also includes an information extractor 204 for extracting relevant information from e-mails. Extractor 204 contains a parser 206 for parsing the content of the e-mails obtained from e-mail server 102. Extractor 204 also contains a storage device for storing an algorithm 208 which directs parser 206 to extract appropriate information from the content of the e-mails in accordance with predetermined criteria. The extraction algorithm in extractor 204 is changeable because the coding in algorithm 208 could be changed. Examples of relevant information are: (a) Addresses: Typically, an e-mail has a portion that contains the addresses of the sender and recipient. Extractor 204 directs parser 206 to extract these e-mail addresses. (b) Time Stamp: Some e-mail contains the date and time an e-mail is sent. Extractor 204 could direct parser 206 to extract this information. This information may be more accurate than the time e-mail server 102 receives the e-mail because some e-mails may be delayed for more than a day due to network problems. (c) Keyword: The Extractor may direct the parser to conduct a keyword search on the content of the e-mails. Examples of keywords are name of relevant products and services provided by the company, special words such as "bugs," "virus", "crash" (for software products), "overheat" and "electric shock" (for hardware products), and words of urgent nature (such as "urgent", "ASAP", and "fast").

Current US Original Classification (1):
709/206

Current US Cross Reference Classification (1):
709/207

CLAIMS:

9. The system of claim 8 wherein one of the extraction algorithms includes a parser, and wherein said one of the extraction algorithms uses the parser to search for keywords in said e-mail.

h e b b g e e e f e e c g

19. The system of claim 18 wherein one of the extraction algorithms includes a parser, and wherein said one of the extraction algorithms uses the parser to search for keywords in said e-mail.

27. The system of claim 26 wherein one of the extraction algorithms includes a parser, and wherein said one of the extraction algorithms uses the parser to search for keywords in said e-mail.

37. The system of claim 36 wherein one of the extraction algorithms includes a parser, and wherein said one of the extraction algorithms uses the parser to search for keywords in said e-mail.

47. The system of claim 46 wherein one of the extraction algorithms includes a parser, and wherein said one of the extraction algorithms uses the parser to search for keywords in said e-mail.

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